

# **Task Order 56 - Integrated Technical Architecture (ITA) Management**

## **Monthly Metrics Based Service Target Report**

Period Ending: 04/30/01



# Integrated Technical Architecture (ITA) Management

## Deliverable 56.1.4e

### Executive Summary

**Period Ending 04/30/01**

Service Level	Description	Current Month		Quantity
		Target	Actual	
	<b>Response Times</b>			
1.0	Response Time - High	90%	100%	2
1.1	Response Time - Medium	90%	100%	3
1.2	Response Time - Low	90%	100%	2
	<b>Other Service Metrics</b>			
1.3	Service Reporting Delivery	7	n/a	n/a
1.4	Resolution Quality	90%	100%	7
1.5	Help Desk Accuracy	90%	n/a	n/a
	<b>Help Desk Metric</b>			
1.6	Request Volume	100		7

### Monthly Highlights

1. Travelled to VDC to install Microstrategy 7.1 on the NT servers for CFO Datamart and Financial Partners Datamart
2. Worked on consolidation of servers by moving Network Dispatcher from 2 Sun 3500 servers to 2 Sun 280 servers.
3. Worked on migrating contents on server SU35E3 to SU35E2 (SFANet development and IFAP development).
4. Track all Modernization IT Projects and their environment requirements.
5. Facilitate weekly coordination sessions with IT Services, the VDC, and Modernization Partner maintaining a list of open action item issues.
6. Developed a Road Map to th VDC to provide Modernization application development teams with information, forms, and templates they need to deliver projects on time.

(Please see Appendix A for detailed explanations of each metric)

